Yes Bank’s Environment Management System (EMS) and Policy-Journey to become the first Bank achieving ISO 14001:2015 Certification

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<th>Institution</th>
<th>Principle</th>
<th>Related Work Stream(s)</th>
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<td><strong>YES BANK</strong></td>
<td><strong>PRINCIPLE 4: IMPROVE Climate Performance</strong></td>
<td><strong>MAPING REPORTING INITIATIVES AND UNDERSTANDING IMPLEMENTATION CHALLENGES</strong></td>
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**Publication date:** 2017

<table>
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<tr>
<th>Date Policy/Tool Established</th>
<th>Additional capacity required (eg: staff, resources, other)</th>
<th>How established?</th>
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<td>YES BANK’s first Environment Management Policy (EMP) was released in 2012 and revised in 2016 as per ISO 14001:2015 standard.</td>
<td>Implementation of EMS was integrated as a part of the Bank’s operational and service delivery framework with the support and expertise of internal teams.</td>
<td>Top Management’s decision of greening Bank’s internal operations by establishing an Environment Management System (EMS).</td>
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**Monitoring, reporting tools**

As per the ISO standards, monthly and quarterly monitoring of environment performance for significant environmental aspects is carried out, followed by an annual external audit.

**How Implemented?**

The EMS was implemented through support of internal teams: Responsible Banking, Branch Banking, Operation and Service Delivery, Technology Solutions Team, Infrastructure and Digital Network Management team.

**Key Lessons**

- Greater commitment and involvement from the top management was key to implementing EMS at various level of the organisation
- Increased alignment with Bank’s strategic direction was needed to achieve environment risk mitigation
- Implementing EMS required consideration of environmental impact at each stage of operation
Introduction

In line with YES BANK’s commitment to achieve internal natural resource consumption efficiencies and minimizing its carbon footprint, the Bank had implemented EMS policy in 12 of its locations certified in 2012. The Bank completed the next implementation phase the following year, covering 184 locations. In 2014, YES BANK became the first bank in India to receive the ISO 14001:2004 certification for bringing down resource consumption, waste generation & disposal costs, energy consumption, and implementing environment friendly practices.

The latest ISO 14001:2015 standard further expands the scope of the Bank’s commitment to the environment through a greater emphasis by leaders to implement EMS, a better strategic fit to incorporate environmental risk mitigation, integrating environmental impacts in Life Cycle Thinking, and driving effective internal and external stakeholder communication.

French Certification Body Bureau Veritas certified YES BANK in January 2017 as the first bank worldwide to migrate to the ISO 14001:2015 certification for its EMS implemented in 447 of its office and branch locations, which is the largest coverage by any financial institutes. The Bank has developed robust process-driven approaches, created a comprehensive E-learning module for employees, and adopted a new EMS policy, among other initiatives aimed at integrating environmental sustainability into its operations.

Development and Design

The ISO implementation is guided by the EMP (shown below) drafted after internal consultations and industry benchmarks and endorsed by the Bank’s MD & CEO.
Implementation

The implementation of ISO required aligning the processes of the Bank with the ISO standard’s requirements; this required the involvement of and support from a large number of internal teams. The Bank has undertaken extensive awareness and training programs, as well as communication campaigns over a period of 3 years, which helped it to engage all employees to collaboratively work towards reaching higher environmental performance standards. The Bank trained all of its employees on the Environmental Management System through a comprehensive E-Learning module, leading to greater employee awareness and participation. The Bank also circulated resource conservation mailers, signage and posters widely, internally.

Experience and Impact

In 2016-17, the Bank experienced significant positive environmental impact in the form of:

- Reduction of Green House Gas emission intensity by 16.5% year over year against the target of 10% as per EMS policy;
- Reduction of diesel consumption by 14.19% at a pan-Bank level in Diesel Generator sets;
- Over 5 lakh A4 sheets of paper saved through digitizing loan processing, digital reimbursements and various operation and service delivery initiatives;
- Estimated 227 Mwh energy conservation annually due to LED installations in branches;
- 8985 Kg of E-waste disposed through authorised recyclers in compliance to E-waste Rule, 2016;
- 105 kilolitres of estimated water savings annually through efficient faucets design in corporate office buildings.